

PATENT
10/006,004RECEIVED
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

OFFICIAL

In re application of	: Before the Examiner:
Michael Wayne Brown, et al.	: Marie C Ubiles
Serial No.: 10/006,004	: Group Art Unit: 2642
Confirmation Number: 3008	: Intellectual Property Law Department
Filed: 12/03/2001	: International Business Machines Corp.
Title: VOICE BROWSING WHILE WAITING IN A HOLD QUEUE	: 11400 Burnet Road : Austin, Texas 78758

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence is being transmitted via facsimile to the United States Patent Office at facsimile number 703-872-9306 and to the attention of Examiner Marie C. Ubiles on 8/9/2004.

Amy PattilloAmy
Signature8/9/2004

Date

REPLY AND AMENDMENT UNDER 37 C.F.R. § 1.111

Mail Stop Box Non-Fee Amendment (Pats)
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

AUS920010946US1

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A. INTRODUCTORY COMMENTS

Applicants appreciate the telephone conference provided by Examiners Ubiles and Matar. Responsive to the Office Action of May 10, 2003, Applicants respectfully request reconsideration of the outstanding rejections and reexamination of the present application in light of the following amendments and remarks.

Amendments to the Specification begin on page 3.

Amendments to the Claims begin on page 4.

Arguments begin on page 12.

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